#### State of Utah Department of Environmental Quality Division of Drinking Water

# UTAH WATER OPERATOR CERTIFICATION PROGRAM



Inside . . . Schedule

2004 Certification Application

Official Utah Exam Application

Official Offici

Division of Drinking Water Operator Certification Program 150 North 1950 West P.O. Box 144830 Salt Lake City, Utah 84114-4830

Phone: 801-536-4200 Fax: 801-536-4211 E-mail: mhand@utah.gov

Website: http://drinkingwater.utah.gov

#### **FOREWORD**

The Utah Drinking Water Board takes great pride in our program to certify operators of public drinking water systems. We hope that the information contained in this brochure assists you to understand and appreciate this basic public health program.

Utah's Operator Certification Program progressed from a "voluntary" to a "required" certification system in 1983 with the passage of amendments to the Utah Safe Drinking Water Act by the Utah Legislature. Rules concerning the certification of drinking water system operators within the state have been written, reviewed, revised, approved and implemented. These rules detail the requirements for, and the renewal of, certification.

The Utah Drinking Water Board appreciates the genuine hard work of the Operator Certification Commission, Division of Drinking Water staff, and the drinking water system operators and managers throughout Utah. Through our combined efforts, program implementation has been smooth and most impressive.

Thank you for your continued support of the program and your dedication to safe drinking water.

Utah Drinking Water Board

#### Utah Department of Environmental Quality, Drinking Water Board Members:

Dale Pierson, Chair
Dianne R. Nielson, Ph.D.
Anne Erickson, Vice Chair
Charlie Roberts
Myron Bateman
Petra Rust
Jay Franson
Ron Thompson
Laurie McNeill
Kevin Brown, Executive Secretary
Nancy Melich

#### KEY FEATURES OF THE UTAH OPERATOR CERTIFICATION PROGRAM

- The Utah Operator Certification Rules are established to promote use of trained, experienced, and efficient personnel in charge of public waterworks and to establish standards whereby operating personnel can demonstrate competency to protect the public health through proficient operation of waterworks facilities.
- Utah's Operator Certification Program is authorized by Section R309-105-11 of the Utah Public Drinking Water Rules. The rules state that "All community and nontransient noncommunity water systems or any public system that employs treatment techniques for surface water or ground water under the direct influence of surface water shall have an appropriately certified operator. Refer to Section 309-300, Certification Rules for Water Supply Operators, for specific requirements."
- All public drinking water systems within the state of Utah have been assigned a complexity level (I, II, III, IV) and discipline (Treatment or Distribution) for the certification requirements of their operators. Any operator who makes independent decisions that affect the sanitary quality, safety, and adequacy of the water to their system will need to be certified to the grade of the system.
- Attendance at approved training such as workshops, seminars, classes, etc., is required for the renewal of certificates every three years.
- When an operator who is "in charge" of a drinking water system leaves that particular employment, the water system management or city/town council must notify the Operator Certification Program of this change within 10 days of the operator's departure, and replace the departing operator with an appropriately certified operator within one year.
- Should several neighboring drinking water systems wish to work together, they may hire a "regional operator" who may be "in charge" of several drinking water systems; thereby, reducing the costs of having a certified operator for each drinking water system.
- Should someone other than an operator, or an individual who is seeking employment with a Utah drinking water system (consultants, design engineers, salespersons, etc.), wish to become certified, they may take the certification examination and be issued a "Specialist Certificate." This certificate does not allow a "Specialist" to actually operate a drinking water system.

FOR MORE INFORMATION about this program, or to obtain copies of program forms, please contact the Division of Drinking Water office.

#### HOW DO I BECOME A CERTIFIED OPERATOR?

By Utah law, all community and nontransient noncommunity water systems or any public system that employs treatment techniques for surface water or ground water under the direct influence of surface water shall have an appropriately certified operator in direct responsible charge of the system.

If you are an individual looking for employment within the drinking water industry in the state of Utah, you may become certified as an operator.

The only way to become certified is by taking a written or oral examination, or currently be certified as an operator in another state and apply for reciprocity. Certification is divided into two disciplines:

**Distribution** - There are five grade levels within the distribution discipline (small system, and grades I, II, III, IV)

**Treatment** - There are four grade levels within the treatment discipline (grades I, II, III, IV).

#### DETAILED BREAKDOWN OF EXAMINATION COVERAGE

The examinations offered in water distribution and water treatment can be categorized according to the level of ability and competency of the operator expected to take these exams.

**Small System** - This level is for persons running a very small system with a population of 25-500. A volunteer or elected official usually runs these community or nontransient noncommunity systems.

**Grade I** - This level is for persons running small systems or slow-sand filter, reverse osmosis, or similar types of small treatment facilities.\* The operator at this level in a larger system will generally be closely supervised.

**Grade II** - This level is for persons running a system with a population of 1,500 to 5,000, or small package-type treatment plants.\* This corresponds to a "lead" level position. Through experience and education, the operator has demonstrated himself independently competent in most basic tasks.

**Grade III** - This level is for persons running a system with a population of 5,000 to 20,000 or medium size treatment plants.\* This corresponds to a "journeyman" level position and the person generally supervises and instructs others. They can, without direct supervision, operate and maintain all but the most complex systems.

**Grade IV** - This level is for persons running a system serving over 20,000 population or large treatment plants or plants with complex operational processes.\* This level corresponds to the highest level currently available under the Utah program. It identifies that the person has demonstrated knowledge of the most complex portions of water system operation. The Grade IV operator routinely supervises work crews or groups of work crews. Budget preparation is frequently

a duty. It is assumed that a person certified at this level has enough experience and education to operate any other water system serving more than 20,000 people, in compliance with the Utah Public Drinking Water Rules and laws of the state of Utah.

#### HOW TO APPLY FOR AN EXAM

The operator certification exams are given twice a year, in the months of April and November, and sometimes in conjunction with the Rural Water Association of Utah's training conferences (February in St. George, September in Park City). To apply for participation within the exam cycle, you need to submit an official exam application on or before the application deadline. The application must include the exam fee of \$50.00 and, if applicable, a one-time application fee of \$20.00. Late applications and applications received without the required fee will not be accepted.

All applications will be processed by our staff. You will receive, by mail, a confirmation letter containing the exact date, time and location of the exam.

Certain experience requirements need to be met to obtain an "Unrestricted" certificate. Should you not meet these requirements, or should you just be starting in the drinking water industry, and pass the exam, a "Restricted" certificate will be issued. A "Restricted" certificate signifies that you have passed the exam, but you lack the experience required by the Operator Certification Rules.

Upon successful completion of the exam you will be notified in writing of your score and will be issued a certificate indicating the discipline and grade level.

This certificate will be active for a three-year period. A reminder letter of renewal will be sent out three to six months prior to the expiration date of your certificate. The Utah Operator Certification Rules require that CEUs (continuing education units) be acquired by the operators to enable the certificate to be renewed.

Division of Drinking Water
Operator Certification Program
150 North 1950 West
P.O. Box 144830
Salt Lake City, Utah 84114-4830
Phone: 801-536-4200

Fax: 801-536-4211 E-mail: mhand@utah.gov OR kdyches@utah.gov

Website: http://drinkingwater.utah.gov

<sup>\*</sup>Treatment plants are rated on population served, degree of treatment, and complexity of operational processes.

#### NERVOUS ABOUT THE EXAM? WE CAN HELP!

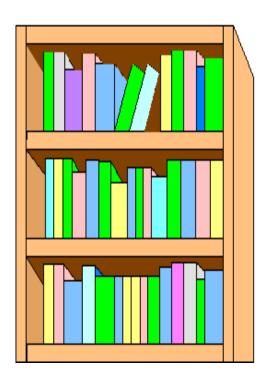
There are several self-paced courses available, as well as formal organized training by the Rural Water Association, American Water Works Association, Utah Valley State College, Water Environment Association of Utah, and the Division of Drinking Water. A water operator training calendar is published by the Division each year, and a free copy is available upon request.

There is also a reference textbook and video "lending library" available for your use at our office. By filling out a library application, you can borrow books and videos at no charge.

If you have any questions about training or training material, please contact the Operator Certification Program staff at (801) 536-4200.

## Check out the LENDING LIBRARY

Call the Operator Certification Program staff at (801) 536-4200 for details



#### WHAT ARE CONTINUING EDUCATION UNITS (CEUs)?

The Operator Certification Rules define a CEU as "...ten contact hours of participation in, and successful completion of an organized and approved continuing education experience with responsible sponsorship, capable direction, and qualified instruction."

In order to ensure that the certified operators within the state remain abreast of the technological advances within our water industry, CEUs are required in order for the operators to renew their certificates. This includes operators holding "Grandfather" certificates.

The Operator Certification Rules specify the number of CEUs required per grade for renewal:

	CEUs required within
Level of Certification	a three-year period
Small System	2
Grades I and II	2
Grades III and IV	3

There is no distinction between distribution and treatment disciplines when it comes to CEUs, only the grade of the certification the operator currently holds.

CEUs can only be acquired by attending pre-approved workshops, seminars, training, and classes which have been designed to keep the operator abreast of current water supply practices as well as all new changes within the regulations and industry standards. An attendance roster from these workshops is sent to the Operator Certification Program for entry into the computer base for tracking purposes.

Upon receiving an "application for renewal," the Division of Drinking Water's computer is checked to make sure enough CEUs have been acquired by the operator to enable him to renew his certificate. If that operator lacks sufficient CEUs, the renewal of certification will be denied.

Individual CEU records for certified operators are available at the Division of Drinking Water office. Contact the Operator Certification Program staff to request your free operator record.

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#### OPERATOR CERTIFICATION COMMISSION

The Operator Certification Commission consists of seven members, which include higher education representatives, a treatment operator, a distribution operator, a service district representative, a metropolitan water district representative, and a rural water system representative. These seven people make decisions such as what topics you, as an operator, will be tested on; when the test will be issued; how the program will be managed; how the program will operate; and how your exam fees and renewal fees will be spent to support the Operator Certification Program.

This commission is also the body that will hear all operator appeals, and will initiate any compliance activities for enforcement of the rules concerning certified operators. This commission also proposes rules, modifications, changes, and interpretation of the rules by which operators must abide. These rules, following the public hearing process, are actually adopted by the commission.

Operator Certification Commission members:

James Callison, Chair Arnold Smith, Vice-Chair David K. Stevens Bart Simons Jay W. Franson Craig F. Fahrni Mark H. Clark D. Kim Dyches, Secretary

### **2004 Water Operator Certification Exams**

ATTENTION ALL WATER SYSTEM OPERATORS AND MANAGERS, AND ANYONE SEEKING EMPLOYMENT IN THE WATER INDUSTRY. Utah's Department of Environmental Quality, Division of Drinking Water, is offering operator certification exams for water distribution and water treatment systems. **All grade levels, including small systems, will be offered** on:



- February 27, 2004, in St. George, Utah (pre-exam training is available February 24-26)\*
- April 9, 2004, at sixteen Utah sites
- September 24, 2004, in Park City, Utah (pre-exam training is available September 21-23)\*
- November 12, 2004, at sixteen Utah sites

#### 2004 EXAM SCHEDULE

Exam Date Exam Location Exams Off	ered *Sponsor Information
February 27, 2004  Exam time: 9:00 a.m.  Application deadline: February 6, 2004  Dixie Convention Center 1835 Convention Center Dr. St. George, Utah 84790  • Small System  • Distribution (gthrough 4)  • Treatment (grathrough 4)	To register for the RWAU conference (Feb 25-27) or the pre-exam training course (Feb 24-26), send the registration form and fee to:  Rural Water Association of Utah (RWAU)  76 E. Red Pine Drive  Alpine, Utah 84004

<b>Exam Date</b>	<b>Exam Location</b>	<b>Exams Offered</b>	Sponsor Information
April 9, 2004	16 locations in Utah	Small System	To apply for the operator certification exam, send exam application and
	(see exam application for list	• Distribution (grades 1	fee to:
Exam time: 9:00 a.m.	of cities)	through 4)	Division of Drinking Water
		• Treatment (grades 1	Operator Certification Program
Application deadline:		through 4)	150 North 1950 West
March 19, 2004			P.O. Box 144830
			Salt Lake City, Utah 84114-4830
			Telephone: (801) 536-4200
			Fax: 801-536-4211
			E-mail contact: mhand@utah.gov
<b>September 24, 2004</b>	Yarrow Hotel and Convention	• Small System	To register for the RWAU conference (Sept 23-24) or the pre-exam
	Center		training course (Sept 21-23), send the registration form and fee to:
Exam time: 9:00 a.m.	1800 Park Avenue	• Distribution (grades 1	Rural Water Association of Utah (RWAU)
	Park City, Utah 84060	through 4)	76 E. Red Pine Drive
Application deadline:			Alpine, Utah 84004
September 3, 2004		• Treatment (grades 1	Telephone: (801) 756-5123
		through 4)	Fax: (801) 756-5036
			E-mail contact: smcomber@rwau.net
			To apply for the operator certification exam, send exam application and fee to:
			Division of Drinking Water
			Operator Certification Program
			150 North 1950 West
			P.O. Box 144830
			Salt Lake City, Utah 84114-4830
			Telephone: (801) 536-4200
			Fax: 801-536-4211
			E-mail contact: mhand@utah.gov
<b>November 12, 2004</b>	16 locations in Utah	Small System	To apply for the operator certification exam, send exam application and
	(see exam application for list		fee to:
Exam time: 9:00 a.m.	of cities)	• Distribution (grades 1	Division of Drinking Water
		through 4)	Operator Certification Program
Application deadline:			150 North 1950 West
October 22, 2004		• Treatment (grades 1	P.O. Box 144830
		through 4)	Salt Lake City, Utah 84114-4830
			Telephone: (801) 536-4200
			Fax: 801-536-4211
			E-mail contact: mhand@utah.gov

#### **EXAMINATION INFORMATION**

#### February 27, 2004

The February 27, 2004, exam will be held at the Dixie Center in St. George, Utah, in conjunction with the Rural Water Association of Utah (RWAU) annual conference. The regular conference sessions run from February 25-27. To help prepare exam applicants for the certification exam, the RWAU has included a three-day pre-exam training course in their conference program. The training will run three full days — February 24, 25, and 26. The exam will be held Friday morning, February 27, at 9:00 a.m. To obtain a conference registration form, contact the RWAU staff. To obtain an exam application, contact the DDW staff.

RWAU staff members will proctor the exam on Friday morning, February 27. The exam will begin at 9:00 a.m. You will be given three hours to take the exam. The exam will contain 100 multiple-choice questions covering safety, math, chlorination, state rules, pumps and pumping, and operation and maintenance. A minimum score of 70% is needed to pass the exam.

IMPORTANT: Individuals who are registered to take the pre-exam training course and plan to take the exam must submit an exam application to the Division of Drinking Water by February 6, 2004.

To operators who plan to take the RWAU pre-exam training course: Although the State Division of Drinking Water is offering all grade level exams, the RWAU training is specifically directed toward small systems and grade level one. Because of the wide range of knowledge needed for all exams, you should come to the training course prepared to take the exam. The training will be beneficial to everyone, but should be used more as a refresher course for your pre-study preparation.

#### April 9, 2004

The April 9, 2004, exam will be offered at 16 locations throughout the state (see exam application for list of cities). The exam will begin at 9:00 a.m. at all locations. You will be given three hours to take the exam. The certification exam will contain 100 multiple-choice questions covering safety, math, chlorination, state rules, pumps and pumping, and operation and maintenance. A minimum score of 70% is needed to pass the exam.

#### September 24, 2004

The September 24, 2004, exam will be held in Park City in conjunction with the RWAU northern training conference. The regular conference sessions will run from September 23-24. To help prepare applicants for the certification exam, RWAU has included a three-day pre-exam training course in their conference program. The training will run three full days — September 21, 22, and 23. The exam will be held Friday morning, September 24, at 9:00 a.m. To obtain a conference registration form, contact the RWAU staff. To obtain an exam application, contact the DDW staff.

RWAU staff members will proctor the exam on Friday morning, September 24. The exam will begin at 9:00 a.m. You will be given three hours to take the exam. The exam will contain 100 multiple-choice questions covering safety, math, chlorination, state rules, pumps and pumping, and operation and maintenance. A minimum score of 70% is needed to pass the exam.

IMPORTANT: Individuals who are registered to take the pre-exam training course and plan to take the exam must submit an exam application to the Division of Drinking Water by September 3, 2004.

To operators who plan to take the RWAU pre-exam training course: Although the State Division of Drinking Water is offering all grade level exams, the RWAU training is specifically directed toward small systems and grade level one. Because of the wide range of knowledge needed for all exams, you should come to the training course prepared to take the exam. The training will be beneficial to everyone, but should be used more as a refresher course for your pre-study preparation.

#### November 12, 2004

The November 12, 2004, exam will be offered at 16 locations throughout the state (see exam application for list of cities). The exam will begin at 9:00 a.m. at all locations. You will be given three hours to take the exam. The certification exam will contain 100 multiple-choice questions covering safety, math, chlorination, state rules, pumps and pumping, and operation and maintenance. A minimum score of 70% is needed to pass the exam.

#### HOW TO REGISTER FOR AN EXAM

Fill out the exam application completely and mail it, along with the appropriate fee, to: Division of Drinking Water, Operator Certification Program, 150 North 1950 West, P.O. Box 144830, Salt Lake City, Utah 84114-4830. Make the check or money order payable to the "Division of Drinking Water."

Note: If you have taken an operator exam in the past, you need only pay the \$50.00 exam fee.

The exam application and fee must arrive at the Division of Drinking Water office on or before the deadline listed. Applications and fees received after the deadline will not be accepted. A confirmation letter will be mailed to all applicants. If you do not receive your confirmation letter, please contact the Operator Certification Program staff immediately.

Exam Cancellation Policy: Only one cancellation, per applicant, is allowed. An applicant making a written or phone-in cancellation by 9:00 a.m. on the day of the exam may request a refund of the exam fee or take the next scheduled exam. If the applicant should also cancel the next scheduled exam, the exam fee will be forfeited.

Division of Drinking Water Operator Certification Program 150 North 1950 West - P.O. Box 144830 Salt Lake City, Utah 84114-4830 Telephone: (801) 536-4200

Fax: 801-536-4211 E-mail contact: mhand@utah.gov Website: http://drinkingwater.utah.gov

## UTAH WATER OPERATOR CERTIFICATION PROGRAM **EXAMINATION APPLICATION**

#### **Instructions:**

To help us determine your operator status (restricted or non-restricted), please complete **all** sections. All correspondence will be mailed to you at the home address you provide on this page.

If you are taking an exam for the first time, the fee is \$70 (includes a one-time, nonrefundable \$20 filing fee). If you have taken a Utah water operator exam before, the fee is only \$50. Applications submitted without a fee will not be processed.

The application and fee must arrive at the Division of Drinking Water office by the deadline listed in the exam announcement. Applications received after the deadline will not be accepted. If you have questions or concerns, please call the Operator Certification Program staff at (801) 536-4200.

Make check or money order payable to the "Division of Drinking Water." Do not send cash through the mail. Applications may be hand-carried to the Division of Drinking Water offices at 150 North 1950 West, 2nd floor, P.O. Box 144830, Salt Lake City, Utah 84114-4830.

please print or type		Today's Date					
Applicant's name		Birth date					
Certification No. (5 digits)	Soc	Social Security No		Home phone			
House address or PO Box no	•						
City	State	Zip code	]	Fax no			
Employer or Water System n	ame						
Address			Wo	ork phone	e		
City		State		Zip code			
	CIRCLE	GRADE LEVEI	DESIRE	D			
Water Distribution Gra	de Levels	(6	Water Tre				
SS 1 2		, -	1		3	4	
Definitions: <b>SS</b> - small syste <1,500); <b>GRADE 2</b> (pop. 1,5	*	•				'L L	
Exam date (month/day/	/year):						

#### CIRCLE EXAM LOCATION DESIRED

(In the event of a location change, you will be notified by confirmation letter.)

Bear River District Health Dept. Southeast Utah District Health Dept. Utah County Health Dept. 655 East 1300 North 117 S. Main Street 589 S. State Street Provo, Utah 84606 Logan, Utah 84321 Monticello, Utah 84535 Bear River District Health Dept. Southeast Utah District Health Dept. State and County Building 817 West 950 South 28 South 1st East 152 East 100 North Vernal, Utah 84078 Brigham City, Utah 84302 Price, Utah 84501 Central Utah Public Health Dept. Wasatch City/County Health Dept. Southwest Utah Public Health Dept. 55 South 500 East 146 North Main 88 E. Fiddlers Canyon Road Nephi, Utah 84648 Cedar City, Utah 84720 Heber City, Utah 84032 Central Utah Public Health Dept. Washington County Administration Building Weber/Morgan District Health Dept. 70 Westview Drive 197 E. Tabernacle (Council Chambers) 2570 Grant Avenue Richfield, Utah 84701 St. George, Utah 84770 Ogden, Utah 84401 Davis County Health Dept. Sheldon D. Richins Building American Water Works Association Courthouse (28 E. State Street) 6505 N. Landmark Drive **AWWA** Farmington, Utah 84025 Park City, Utah 84098 Conference Site Holiday Inn Tooele County Health Dept. Rural Water Association of Utah 1659 W. North Temple 151 N. Main Street **RWAU** Salt Lake City, Utah 84116 Tooele, Utah 84074 Conference Site

In compliance with the Americans with Disabilities Act, individuals with special needs (including auxiliary communicative aids and services) should contact Charlene Lamph, Office of Human Resources at 536-4413 (TDD 536-4414), at least five working days prior to the scheduled meeting/hearing.

#### **CURRENT EMPLOYMENT**

Utah water system name	Utah water system number		
Your current job title	Total years with this employer		
Total years as DRC* operator with this employer	Are you a DRC* operator now? Yes No		
Duties of current position:			

<sup>\*</sup>DRC (Direct Responsible Charge) - DRC means active daily on-site charge and performance of operation duties. The person in direct responsible charge is generally an individual who independently makes decisions during normal operation which can affect the sanitary quality, safety, and adequacy of water delivered to customers. In cases where only one operator is employed by the system, this operator shall be considered to be in direct responsible charge. In cases where more than one operator is employed, more than one operator may be in direct responsible charge.

supervisor sign below:	
"Mr / Ms	has total years of water system
experience and years as a	Direct
	(Treatment and/or Distribution)
Responsible Charge Operator with the	
water system (Utah water system #	)."
Supervisor's signature	Date
PAS	ST EMPLOYMENT
	rect Responsible Charge operator, which is to be considered for stricted status, must be in the discipline of Treatment or
After completing this section, please fill o	out "Previous Water Industry Work Experience" on the next page.
"In <b>addition</b> to the experience note	ed above, I have total years experience in
(Treatment and/or Distribution)	and total years as a DRC Operator
in other drinking water systems. I	understand that all information may be verified at any
time by the Operator Certification	Program staff."
Operator's signature	Date
	EDUCATION
What is the highest level of education you have	
What is the highest level of education you hav  GRADE SCHOOL HI	GH SCHOOL
·	GH SCHOOL
GRADE SCHOOL HICCOLLEGE GRADUATE: Associate (2-year degree)	MajorYear
COLLEGE GRADUATE:  Associate (2-year degree)  Bachelor (4-year degree)	MajorYear

#### HOW TO REGISTER FOR THE EXAM

Fill out the application form completely and return it, along with the appropriate fee, to the Division of Drinking Water (address listed below). Make check or money order payable to the **Division of Drinking Water** and label it "Certification Exam Fee."

Please mail your exam application early! Applications received <u>after</u> the deadline will not be accepted. If you have questions or concerns, feel free to call the Operator Certification staff at (801) 536-4200.

Division of Drinking Water Operator Certification Program 150 North 1950 West P.O. Box 144830 Salt Lake City, Utah 84114-4830

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Website: http://drinkingwater.utah.gov

(0	Office U	Use Only)	
Date	Name	Amount	Check or M.O. #

	Date	rvame	Amount	Check of M.O. #
Examination fee received:				
Enter/Update in DMAC:				
Certificate printed:			Operator Status:	Restricted
Certificate mailed:				Unrestricted

10.00

#### PREVIOUS WATER INDUSTRY WORK EXPERIENCE

Employer's Name and Address:
Your job title:
Total years with this employer:
Total years as Direct Responsible Charge operator:
Job duties:
Supervisor's name:
Employer's Name and Address:
Your job title:
Total years with this employer:
Total years as Direct Responsible Charge operator:
Job duties:
Supervisor's name: